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2009-220.C

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Deborah Fasciano
Compliance - Government and Regulatory Affairs

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180 S. Clinton Ave.
Rochester, NY 14646

SC PUBLIC SERVICE
COMMISSION

Phone 585 777-5823
Fax 585 325-1355
Deborah.fasciano@ftr.com

July 25, 2012

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 2nd Quarter Service Quality Report 2012

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 2nd quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

It was discovered that troubles were not being closed in the system in a timely manner after completed. Training continues with the Techs to stress the importance of closing the tickets in the system as soon as they are completed. In addition due to higher trouble counts Techs have been working additional overtime hours and weekend hours to clear the trouble reports.

Percent Repair Calls Answered W/I 20 Seconds

During May there was an increase in training hours for Service Reps taking them off call. In addition, in efforts to better serve customers, Frontier in-sourced call volumes from a vendor. Frontier continues to hire additional call center employees to replace service reps due to attrition and has increased overtime. In June there was an increase in call volume due to the major storms in the Midwest, Southeast and Mid-Atlantic regions which caused widespread damage and service interruptions.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to December 2012

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation												
Held Prim Svc Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
Held Regrade Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Regular Svc Install W/1 5 Days	100.0	100.0	99.9	99.8	99.9	100.0						
Service Ord Commitments Met	92.1	92.1	93.8	93.8	93.0	93.4						
Maintenance												
% OOS cleared within 24 Hours	80.4	84.1	81.5	76.3	68.3	71.4						
Service Response												
%Dial Tone W/1 3 Seconds	99.97	99.98	99.96	99.96	99.97	99.98						
% Repair Calls Ans W/1 20 Seconds	55.4	66.5	73.3	91.2	74.5	62.7						
% Toll/Opr Asst Calls Ans W/1 10 Sec	96.9	95.5	96.9	98.0	97.4	96.4						
DA Ans Time (% W/1 30 Seconds)	95.0	94.9	96.4	97.5	95.7	94.6						
Switching / Central Office												
Total Access Lines (X 1000)	181.58	181.58	181.58	181.58	181.58	181.58						
Interofc Call Failure Rate	0.00	0.00	0.00	0.00	0.00	0.05						
Intraofc Call Failure Rate	0.01	0.00	0.01	0.00	0.00	0.00						
Cust Ntwk Trbl/100 Lines	1.65	1.60	2.11	1.76	2.16	2.22						

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1401 Main Street, Suite 900
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RE: Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting

Dear Mr. McDaniel:

In accordance with Section IV (10)(d) and (f) of the Order Approving Transfer of Assets, Authority, And Certificates in the above-referenced docket, Frontier of the Carolinas Inc f/k/a New Communications of the Carolinas provides its quarterly report on service quality.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc.
South Carolina
January to June 2012

	Jan	Feb	Mar	Apr	May	Jun
<i>Docket No. 2009-220C Order No. 2009-769 - Service Quality Reporting effective July 1, 2010</i>						
1 Installation Interval (days)	2.40	3.00	2.70	2.70	2.50	2.20
2 % Install Commitment NOT Met	0.08	0.08	0.06	0.06	0.07	0.07
3 CTRR per 100 Lines	1.62	1.55	2.05	1.70	2.09	2.21
4 Complaints	3	4	0	3	5	6
5 % Repeat OOS to Initial OOS	13.92	9.21	11.38	9.63	11.77	12.37
6 OOS Repair Interval	33.51	22.72	25.10	28.57	28.40	26.54